



Attorney Docket No. 1584.1003

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Robert EILBACHER, et al.

Application No.: 09/490,065

ATTENTION

Confirmation No.: 6692

CERTIFICATE OF CORRECTION

Filed: January 24, 2000

BRANCH

U.S. Patent No.: 6,959,078

Issued: October 25, 2005

For: APPARATUS AND METHOD FOR MONITORING AND ADAPTING TO
ENVIRONMENTAL FACTORS WITHIN A CONTACT CENTER

REQUEST FOR CERTIFICATE OF CORRECTION

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

Patentee(s) respectfully request(s) that a Certificate of Correction be issued in the subject patent, pursuant to 35 USC § 254 and 37 CFR § 1.322, to correct the error(s) shown on the attached Form PTO-1050. A check in the amount of \$100 to cover the cost of the Certificate is attached.

One or more of the errors shown on the attached Form PTO-1050 is or are within the responsibility of the applicants; each thereof is of a clerical or typographical nature or of minor character and occurred in good faith, and the correction thereof is consistent with the prosecution record.

Respectfully submitted,

STAAS & HALSEY LLP

Date:

November 14, 2006

By:

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11/15/2006 JADD01 00000132 6959078

3/70/06

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Certificate

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of Correction

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(Also Form PTO-1050)

UNITED STATES PATENT AND TRADEMARK OFFICE

CERTIFICATE OF CORRECTION

PATENT NO : 6,959,078

DATED : October 25, 2005

INVENTOR(S) : Robert EILBACHER, et al.

It is certified that error appears in the above-identified patent and that said Letters Patent are hereby corrected as shown below:

Column 12, Line 54, after "display" insert --devices--.

Column 14, Line 16, change "one," to --one--.

MAILING ADDRESS OF SENDER:
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PATENT NO. 6,959,078

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